



SENIOR OPERATIONS COORDINATOR – UNIFIED HOMELESSNESS RESPONSE CENTER

LOCATION: Los Angeles City Hall, 200 N. Spring Street, Los Angeles 90012

TERMS: Full-time, Exempt

SALARY: \$78,968.16 – \$90,452.16 (Mayoral Aide V)

POSITION: Senior Operations Coordinator – Unified Homelessness Response Center, CENTCOM, Mayor’s Office of Budget and Innovation

The Mayor’s Office of Budget and Innovation deploys cutting-edge methods to align the Mayor’s leadership on policy issues with the means and oversight to achieve results, while working to empower the City’s workforce through innovation and technology. The Office comprises six teams: Budget, Management & Budget (includes CENTCOM), Data & Technology, Operations Innovation, Innovation Delivery, and Sustainability.

SUMMARY:

This is a rare opportunity to manage and oversee day-to-day operations of the City’s new Unified Homelessness Response Center (UHRC), which co-locates all critical City departments to respond to the homelessness crisis together, in real-time, with services and engagement to bring people indoors. UHRC partners include the Los Angeles Homeless Services Authority, Los Angeles Police Department, Los Angeles Fire Department, City Attorney, Department of Transportation, Department of Recreation and Parks, Department of Animal Services, Department of Aging, Department on Disability, METRO, and more. The Senior Operations Coordinator will represent the Mayor in the UHRC and provide policy direction and guidance to Departments.

The UHRC’s priority is to coordinate outreach, sanitation, and other street-based strategies and deploy resources in support of the Mayor’s *A Bridge Home* program. A Bridge Home was launched by the Mayor in April 2018, and seeks to build emergency bridge housing in each of the City’s 15 Council Districts. The UHRC also manages the City’s on-the-ground emergency responses related to homelessness, such as homeless encampments in high-risk fire zones or the recent typhus outbreak in Downtown L.A.

As the Senior Operations Coordinator, you will be a part of turning policies into reality through the application of evidence gathering, data analysis, problem solving, persuasive communication, and operations management and oversight.

PRIMARY RESPONSIBILITIES:

The Senior Operations Coordinator will jump right in to manage and oversee the UHRC's daily operations. The Senior Operations Coordinator will be responsible for advancing key Mayoral initiatives, conducting research and analysis, and providing direct assistance to departments in achieving priorities and improving day-to-day operations and responses to homelessness.

Job duties include:

- Managing and overseeing daily UHRC operations
- Coordinating with City, County, and other partners to plan, execute, monitor, and evaluate street-based homelessness strategies
- Implementing the City's outreach, engagement, and clean-up protocols
- Accelerating continuous improvement and process mapping to help identify gaps in service and developing innovative solutions
- Identifying root causes and bottlenecks in service delivery, as well as opportunities for partnerships and collaborations
- Employing data-driven strategies and deployment of resources
- Undertaking data analysis on department operations and service needs
- Emphasizing clear goals across departments and bust silos
- Creating dashboards and other visualizations to help City executives and top leadership make decisions

SKILLS AND EXPERIENCE

- Overseeing cross-departmental communication and coordination, including moving multiple departments or agencies toward a common goal
- Working cross-collaboratively with multiple agencies, departments, or teams
- Directing a multi-agency coordination center, inter-disciplinary task force, or emergency response center or command post
- Managing complex projects

EDUCATION:

- Bachelor's degree required; advanced degree preferred

Applicants should send a cover letter and resume to myr-performance@lacity.org with **"Senior Operations Coordinator"** in the subject line by **Friday, November 9, 2018**.

This is an exempt, at-will position. The individual appointed to this position will not accrue any civil service tenure, contractual employment rights, or due process rights. The incumbent may be removed, without any finding of cause, by the hiring authority. The City of Los Angeles is an Equal Employment Opportunity Employer. As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodations to ensure equal access to its programs, services and activities. Please call (213) 473--5750 if you need assistance.